Veterans Affairs Canada
Anciens Combattants Canada

Annual Report on the Administration of the *Access to Information Act* 2013–2014

The Honourable Julian Fantino, P.C., M.P.
Minister of Veterans Affairs

Canada

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1. Introduction

The *Access to Information Act* provides members of the public and corporations with the legislated right, subject to certain limited and specific exceptions, to access federal government records. The Act complements other methods for obtaining government information, and does not limit in any way the access to government information that is normally available to the public upon request.

This annual report on the administration of the *Access to Information Act* (ATIA) describes how Veterans Affairs Canada (VAC) and the Office of the Veterans Ombudsman (OVO) fulfilled their responsibilities under the *Access to Information Act* during the fiscal year beginning April 1, 2013, and ending March 31, 2014.

2. Preparation and Tabling of the Annual Report

In accordance with section 72 of the *Access to Information Act,* the Minister of Veterans Affairs, as head of the institution, is required to prepare an annual report on the administration of the Act, and this report is to be tabled in Parliament.

3. Mandate of Veterans Affairs Canada

Canada's development as an independent country with a unique identity stems partly from its proud military achievements. Veterans Affairs Canada exists to help those whose courageous efforts gave us this legacy and contributed to Canada's growth as a nation.

VAC's mandate is set out in the *Department of Veterans Affairs Act*. It charges the Minister of Veterans Affairs with responsibility for "the care, treatment or re-establishment in civil life of any person who served in the Canadian Forces or Merchant Navy or in the naval, army, air forces or merchant navies of Her Majesty, of any person who has otherwise engaged in pursuits relating to war, and of any other person designated . . . and the care of the dependants or survivors of any person referred to." Veterans Affairs Canada is also responsible for keeping alive the achievements and sacrifices of those who served Canada in times of war, military conflict and peace.

Responsibilities

VAC achieves its mandate by providing services and benefits that respond to the needs of Veterans, other individuals and their families. The Department has three main roles:

- **Provider** of disability compensation and financial support: Veterans Affairs Canada administers programs which recognize and compensate for the disabling effects of service-related disabilities. The Department also provides financial support and assistance when career-ending or service-related disabilities affect one's ability to earn an income.

- **Funder** for health care and re-establishment services: The Department works with multiple levels of government to ensure access to health programs that enhance the well-being of Veterans and other eligible individuals and promote independence. The Department also provides financial support to Veterans and their families to ease their transition to civilian life.

- **Catalyst** for national and international remembrance: The Department keeps alive the achievements and sacrifices of those who served Canada in times of war, military conflict and peace, and promotes the importance of these efforts for Canadian life as it is today. Veterans Affairs Canada fosters remembrance of the contributions made by Canada's war dead and Veterans, and maintains and operates 14 memorial sites in Europe.

4. Mandate of the Office of the Veterans Ombudsman

The Office of the Veterans Ombudsman helps Veterans, men and women in uniform of the Canadian Armed Forces (CAF), members and former members of the Royal Canadian Mounted Police (RCMP), as well as families and other individuals, address concerns related to VAC and the *Veterans Bill of Rights*. As an impartial and independent officer, the Veterans Ombudsman reports directly to the Minister of Veterans Affairs and works to ensure that Veterans, their representatives and their families are treated fairly.

The mandate of the Ombudsman, found in the *Order-in-Council P.C. 2007-530*, is to

- Review and address complaints by Veterans and other individuals served (by VAC) and their representatives arising from the application of the provisions of the *Veterans Bill of Rights;*

- Identify and review emerging and systemic issues related to programs and services provided or administered by the Department or by third parties on the Department's behalf that impact negatively on Veterans and other individuals served (by VAC);

- Review and address complaints by Veterans and other individuals served (by VAC) and their representatives related to programs and services provided or administered by the Department or by third parties on the Department's behalf, including individual decisions related to the programs and services for which there is no right of appeal to the Veterans Review and Appeal Board;

- Review systemic issues related to the Veterans Review and Appeal Board; and

- Facilitate access by stakeholders to programs and services by providing them with information and referrals.

5. Organization

I Veterans Affairs Canada's Access to Information and Privacy Office

The VAC Access to Information and Privacy (ATIP) Coordinator acts on behalf of the Minister of Veterans Affairs and the Deputy Minister to ensure that the Department's responsibilities under the *Access to Information Act* and the *Privacy Act* are met. The ATIP Coordinator reports directly to the Assistant Deputy Minister, Human Resources and Corporate Services Branch.

The main activities of VAC's ATIP Office consist of the following:

- Processing requests for information submitted under the *Access to Information Act* and the *Privacy Act*;
- Developing policies, procedures and guidelines in support of Access to Information and Privacy legislation and central agency requirements;
- Promoting awareness of both acts to ensure employees understand their roles and responsibilities;
- Monitoring compliance with both acts and central agency requirements;
- Preparing annual reports to Parliament;
- Coordinating and providing direction to program managers regarding the completion of Privacy Impact Assessments (PIAs);
- Coordinating the resolution of any complaints against VAC which have been submitted to the Information Commissioner under the *Access to Information Act* and to the Privacy Commissioner under the *Privacy Act;*
- Providing centralized management of privacy breaches;
- Providing VAC staff with advice and guidance on ATIP issues;
- Providing support and recommendations to the Department's Chief Privacy Officer and the Departmental Information Management, Privacy and Access Committee (DIMPAC); and
- Supporting VAC in meeting its commitments to openness and transparency through proactive disclosure of information and the release of information via informal avenues.

Processing of access to information and privacy requests is centralized within the ATIP Office in Charlottetown, Prince Edward Island. The ATIP Office has two units: an Operations team and a Policy and Governance team. In 2013–2014, the VAC ATIP Coordinator's Office employed a total of 33.44 full-time equivalents (FTEs).

The ATIP Coordinator's Office supports and maintains a network of 23 ATIP Liaison Officers (22 Liaison Officers in the Charlottetown Head Office and one representing the Regions). The Liaison Officers are responsible for retrieving information from their areas when a request is received, and identifying information which may qualify for an exemption under the acts.

II Office of the Veterans Ombudsman Access to Information and Privacy Unit

The Veterans Ombudsman; the Executive Director, Operations and Deputy Ombudsman (formerly noted as Director General); the Legal Advisor; and the Director, Corporate Services and Charlottetown Operations have full authority to exercise the powers, duties, and functions of the Minister as the Head of Veterans Affairs under the provisions of the Act and related regulations for the OVO (see Annex 1). Although these four positions have been delegated full authority, the Veterans Ombudsman has been identified as the senior-most official within the OVO responsible for Access to Information and Privacy. The Director, Corporate Services and Charlottetown Operations is responsible for operational management of the Access to Information and Privacy functions within the OVO.

The OVO's Access to Information and Privacy Unit in Charlottetown, Prince Edward Island ensures that the Office's responsibilities under both acts are met. Processing of requests is centralized within the unit. The unit consists of the Director, Corporate Services and Charlottetown Operations, the ATIP Coordinator and a Liaison Officer. These three full-time staff members were assigned to the administration of both acts on a part-time basis during the 2013–2014 reporting period, which represents 0.12 FTEs. A Legal Advisor is responsible for the final review and release of information to the requester.

The main activities of the OVO ATIP unit include the following:

- Timely completion of requests for information under the *Access to Information Act* and the *Privacy Act* in compliance with ATIP legislation, regulations and Treasury Board Secretariat policy instruments;
- Developing OVO policies, procedures, guidelines and processes in support of Access to Information and Privacy legislation and central agency requirements;
- Promoting awareness of both acts within the OVO to ensure that employees understand their roles and responsibilities;
- Monitoring OVO compliance with both acts and central agency requirements;
- Preparing and providing information specific to the OVO to VAC for inclusion in Annual Reports to Parliament and other statutory reports, as well as other material that may be required by central agencies;
- Completing and coordinating the completion of Privacy Impact Assessments for the OVO;
- Coordinating the resolution of any complaints against the OVO made to the Information Commissioner under the *Access to Information Act* and to the Privacy Commissioner under the *Privacy Act;*
- Supporting the OVO in meeting its commitments to openness and transparency through proactive disclosure of information and the release of information via informal avenues;
- Supporting Veterans Affairs Canada in its role in providing centralized management of privacy breaches with respect to any privacy breaches within the OVO.

6. Delegation Order

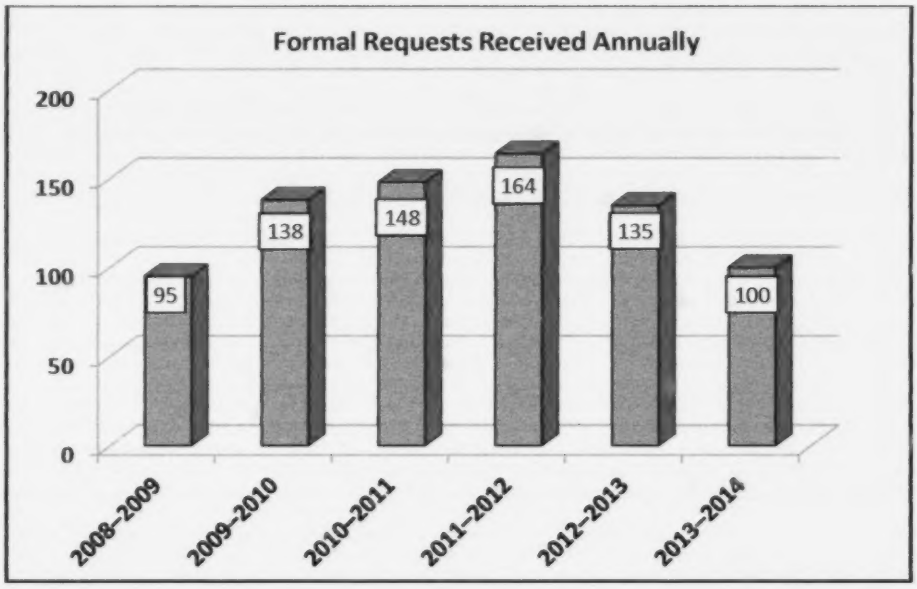
The responsibilities associated with the administration of the *Access to Information Act* are delegated to departmental officials and OVO officials through a delegation order signed by the Minister of Veterans Affairs (attached as Annex 1).

7. Interpretation of the Statistical Report on the *Access to Information Act*

The following summary provides an interpretation of statistical data on the administration of the *Access to Information Act* at VAC and the OVO between April 1, 2013, and March 31, 2014. A more detailed breakdown of processing statistics can be found in Annex 2 (VAC and OVO statistical report) and for separate interpretation specific to the OVO, Annex 3 (OVO statistical report).

Formal requests under the *Access to Information Act*

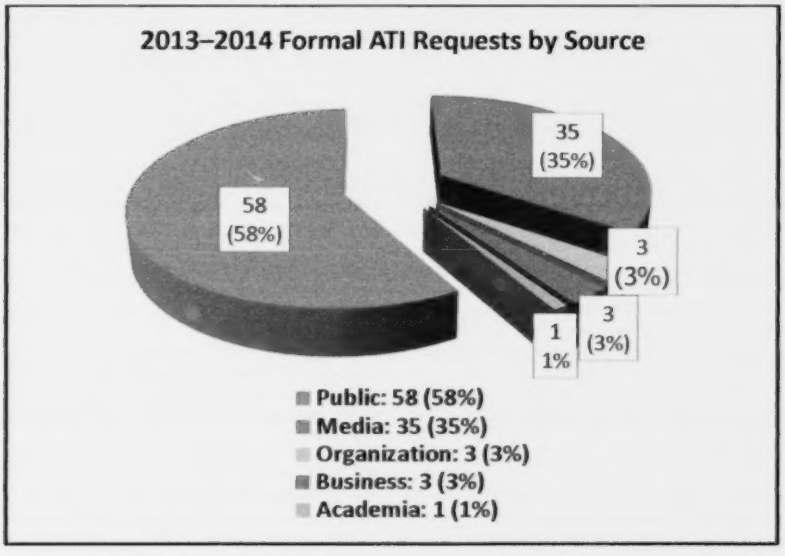
Between April 1, 2013, and March 31, 2014, the Department received 100 formal requests (99 by VAC and one by the OVO) for information under the *Access to Information Act*. This represents a 26% decrease in requests received from the 2012–2013 fiscal year.



On April 1, 2013, 108 open requests were carried forward from the previous fiscal year. Combined with the 100 requests received in 2013–2014, a total of 208 requests required action during the 2013–2014 fiscal year.

The Department completed 142 requests during the reporting period (141 by VAC and one by the OVO). At the end of the 2013–2014 fiscal year, 66 outstanding formal requests were carried forward to the 2014–2015 fiscal year.

I Source of Requests Received

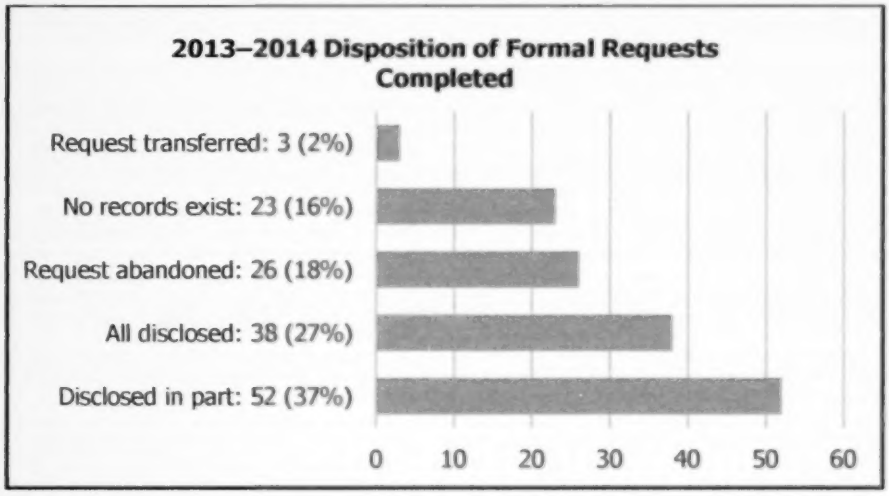


Included in the chart above are 99 requests received by VAC and one formal ATI request from a member of the public that OVO received during the 2013–2014 reporting period.

II Disposition of Requests Completed

In total, 142 requests were completed during the 2013–2014 fiscal year compared with 116 requests completed in the 2012–2013 reporting period (a 22% increase). The Department processed 38,557 pages (including 95 pages processed by the OVO) and disclosed 32,139 (including 93 pages disclosed by the OVO) in 2013–2014. In comparison, the Department processed 23,328 pages and disclosed 16,696 pages in 2012–2013. This represents a 92% increase in pages released for formal ATI requests compared with the previous year.

The following table provides further details on the 142 requests completed in 2013–2014:



Included in the table above is one formal request which was completed with all pages disclosed by the OVO during the 2013–2014 reporting period.

III Exemptions Cited

Although Canadians have a right of access to information, the ATIA identifies specific exemptions for which the need to withhold certain information is recognized.

VAC invoked 100 exemptions under sections 14, 16, 18, 19, 20, 21, 23 and 24 of the ATIA. This is a 79% increase (44 exemptions) over the number of exemptions applied in the 2012–2013 fiscal year. The most frequently invoked exemption was subsection 19(1), which is used to exempt personal information such as Veteran's sensitive medical information. For statistical purposes, an exemption is counted only once when it is applied to a file multiple times.

The following table identifies the number of requests to which specific types of exemptions were applied:

Exemptions cited	2011–2012	2012–2013	2013–2014
Paragraph 14(*a*) (Federal-provincial consultations or deliberations)	4	0	2
Subsection 16(2)(*c*) (Security)	2	6	11

Paragraph 18(*a*) (Economic interests of Canada)	0	0	1
Paragraph 18(*b*) (Economic interests of Canada)	0	0	2
Paragraph 18(*c*) (Economic interests of Canada)	0	0	1
Subsection 19(1) (Personal information)	36	35	51
Paragraph 20(1)(*a*) (Trade secrets – third party)	0	1	0
Paragraph 20(1)(*b*) (Confidential information – third party)	0	1	3
Paragraph 20(1)(*c*) (Competitive process – third party)	2	1	3
Paragraph 21(1)(*a*) (Operations of government – advice)	15	4	12
Paragraph 21(1)(*b*) (Operations of government – consultations or deliberations)	16	3	5
Paragraph 21(1)(*c*) (Operations of government – negotiations)	9	1	4
Paragraph 21(1)(*d*) (Operations of government – management)	0	1	1
Section 23 (Solicitor-client privilege)	9	3	2
Section 24 (1) (Statutory prohibitions against disclosures)	1	0	2
Total exemptions cited	**94**	**56**	**100**

No exemptions were invoked by the OVO during this reporting period.

IV Exclusions Cited

Pursuant to sections 68 and 69, the *Access to Information Act* does not apply to published material, material available for purchase by the public, material placed in the Library and Archives of Canada or confidences of the Queen's Privy Council for Canada. During this reporting period, VAC invoked section 68 once and section 69 was invoked on 15 occasions.

The following table identifies the number of requests to which specific types of exclusions were applied:

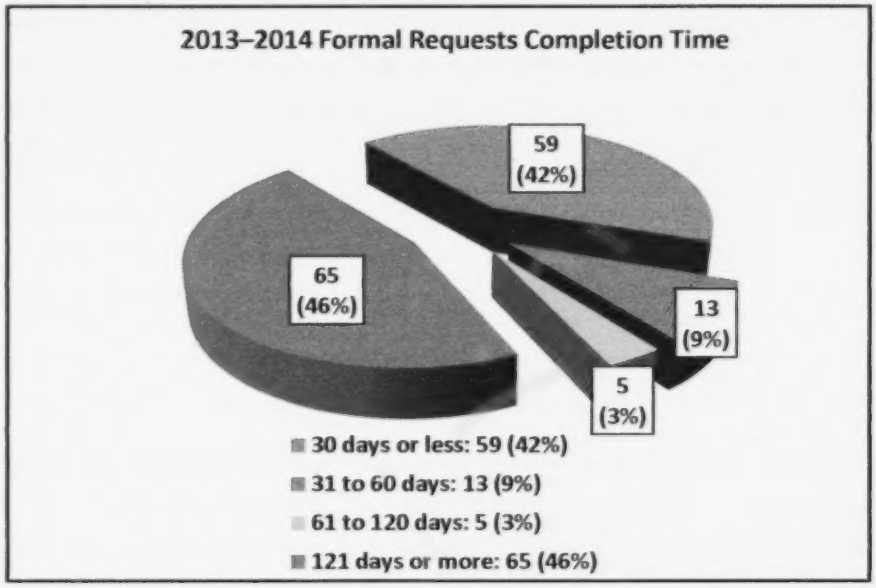
Exclusions cited	**2011–2012**	**2012–2013**	**2013–2014**
68(*a*) – Published material or material available for purchase by the public	3	1	1
69(1)(*a*) – Proposals to Council	0	1	3
69(1)(*b*) – Policy options to Council	0	0	0
69(1)(*c*) – Agenda of Council	0	0	1

69(1)(*d*) – Records used in government decisions or formulation of policy	0	1	0
69(1)(*e*) – Briefings of Ministers	2	1	3
69(1)(*g*) re (*a*) – Cabinet confidences	5	1	2
69(1)(*g*) re (*b*) – Cabinet confidences	0	0	2
69(1)(*g*) re (*c*) – Cabinet confidences	6	1	3
69 (1)(*g*) re (*d*) – Cabinet confidences	0	1	0
69 (1)(*g*) re (*e*) – Cabinet confidences	4	1	1
Total	**20**	**8**	**16**

The OVO did not invoke any exclusions during the 2013–2014 reporting period.

V Completion Time

During the 2013-2014 reporting period, 59 formal requests were completed in 30 days or less. As illustrated in the chart below, the Department also closed 83 cases over the year which required additional time and effort to complete. By increasing resources in the Access to Information and Privacy Office, the Department's backlog of requests was reduced by over 50%.


2013–2014 Formal Requests Completion Time
59 (42%)
65 (46%)
13 (9%)
5 (3%)
30 days or less: 59 (42%)
31 to 60 days: 13 (9%)
61 to 120 days: 5 (3%)
121 days or more: 65 (46%)

VI Extensions

Section 9 of the *Access to Information Act* provides for the extension of the statutory time limits if consultations are necessary, or the request is for a large number of records and meeting the original time limit would unreasonably interfere with the Department's operations.

During the reporting period, a total of 43 requests were extended. Of these, 23 were extended for 30 days or less, and 20 requests required an extension of 31 days or more.

The OVO did not request any extensions during the 2013–2014 reporting period.

VII Translation

There were no requests requiring translation during the 2013–2014 reporting period. In comparison, there were only three access requests requiring translation during the 2012–2013 reporting period.

VIII Format of Information Released

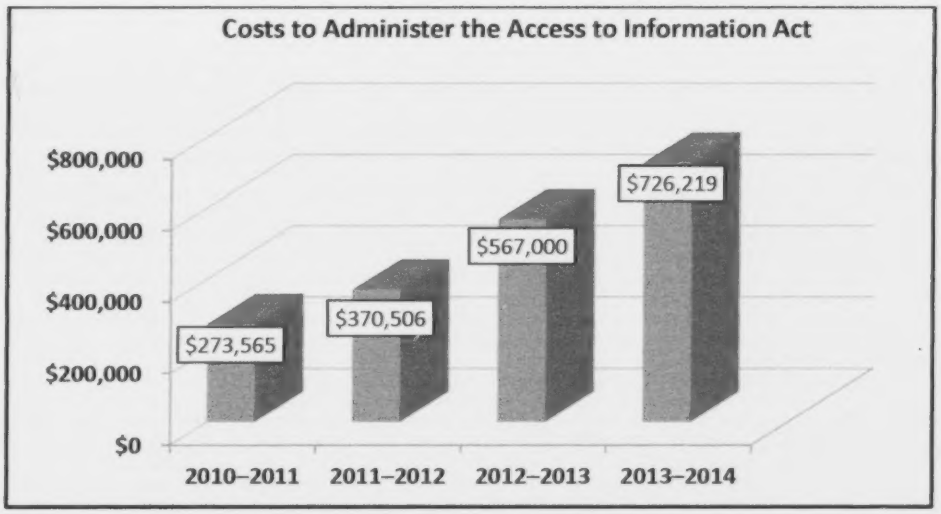
Individuals may obtain the information they have requested in three ways: by receiving copies of the material, by examining the information during an arranged time or by examining and receiving copies of the information. In the 90 cases in which material was released, the requester received copies of the package. No requesters asked to view the material on-site.

IX Fees

In accordance with section 11 of the *Access to Information Act*, the Department collected $601.00 in ATI fees during the reporting period, $5.00 of which was collected by the OVO. Of the total, VAC collected $435.00 for the application fee required under the Act. The remaining $166.00 was collected to cover search fees. During the same period, the Department waived fees totaling $15.00.

X Costs

The VAC and OVO ATIP offices spent a combined total of $726,219.00 to administer the *Access to Information Act* during the reporting period. Staff salaries accounted for $686,986, professional services contracts amounted to $9,725, and other administrative costs (representing operations and maintenance expenditures) amounted to $29,508.



The increased cost during the fiscal year can be linked to the investment VAC made to address the backlog of requests. As a result of this investment, the VAC ATIP office processed 65% more pages this year as compared with the previous fiscal year.

Please note that the costs identified in the table pertain only to costs directly related to the ATIP Offices. They do not include time spent compiling and reviewing records for access requests in the various program areas within the Department.

XI Publication of Summaries of Completed Requests

Since September 2011, VAC has been posting (on the departmental website) summaries of completed Access to Information requests in accordance with Annex E of the Treasury Board Secretariat Directive on the Administration of the ATIA: Criteria for posting summaries of completed access to information requests.

The list of summaries contains applicable completed requests since September 2011 for which documents have been retrieved or treated, or where no documents exist. The list is provided in chronological order and by request number.
VAC: www.veterans.gc.ca/eng/department/organization/atip

Since May 2012, the OVO has also been posting (on its website) summaries of completed Access to Information requests.
OVO: http://www.ombudsman-veterans.gc.ca/eng/transparency/atip/reports

8. Other ATIP Functions

I Veterans Affairs Canada

The VAC ATIP Office provides other services in addition to handling formal requests submitted under the *Access to Information Act*. One such service is responding to informal requests; that is, requests which do not invoke the right of access provided by the *Access to Information Act*. VAC's ATIP Office completed 107 informal ATI requests in the 2013–2014 fiscal year, which resulted in disclosing over 15,000 pages to requesters.

In addition to processing *Access to Information Act* and *Privacy Act* requests, the ATIP Office also handled a variety of requests from within the Department, including the following:

- Analysis and response to policy questions;
- Review of new forms for the collection of personal information;
- Development of appropriate Privacy Notice Statements for new forms;
- Evaluation of contracts and Memoranda of Understanding and
- Provision of support in preventing, addressing and containing potential privacy breaches.

II Office of the Veterans Ombudsman

No informal requests were processed by the Office of the Veterans Ombudsman during the 2013–2014 reporting period.

In addition to processing *Access to Information Act* and *Privacy Act* requests, the OVO-ATIP Unit also handled a variety of consultation requests from the Department. The OVO-ATIP Unit developed a new Privacy Protection Procedures Manual as well as evaluated contracts and Memoranda of Understanding; and provided support in preventing, addressing and containing potential privacy breaches.

9. Consultations

During the 2013–2014 fiscal year, VAC received 34 requests for consultations from other government institutions or other organizations involving VAC records or issues, in addition to one request carried over from the previous period. Of the 35 consultations requiring action in 2013–2014, all 35 were completed.

One in five (20) cases completed during the 2013–2014 reporting period required that VAC consult with another government institution.

During the 2013–2014 reporting period, the OVO neither received nor sought any consultation requests from other government departments.

10. Training and Awareness

During this fiscal year, departmental staff received ATIP-related training through a variety of mediums. Over the course of the year, privacy training was delivered to 898 participants.

Integrated Security / ATIP Training
VAC's mandatory Security Orientation Training, offered to all employees upon entering the organization and then at periodic intervals, highlights

- the Need-to-Know principle;
- the concept of privacy breaches;
- the rules regarding accessing information;
- disciplinary actions resulting from accessing personal information without authorization; and
- a general overview of ATIP legislation and fundamentals.

During the reporting period, a total of 804 participants attended 150 training sessions. At Head Office, 582 employees attended 89 sessions; and, in the Area Offices, 222 employees attended 61 sessions.

Privacy Fundamentals Training
Privacy Fundamentals is a self-directed learning program that provides participants with an overview of the fundamental concepts of privacy and personal information management.

Privacy Fundamentals is available to all employees at their desktop computer. In total, 45 participants (of which 25 were OVO staff) confirmed completion of the Privacy Fundamentals Training during the fiscal year.

Manager and Supervisor Orientation Program (MSOP)
The VAC ATIP Office delivered an hour-long session on ATIP principles and best practices during three MSOP courses, with a total of 39 participants.

Audit and Evaluation Management Team
The VAC ATIP Coordinator provided an ATIP training session to 10 participants of the Audit and Evaluation Management Team.

Privacy Corner – Wiki
The Privacy Corner Wiki contains resources available to provide guidance on the interpretation and requirements of the *Access to Information Act* and *Privacy Act*, and acts as a single access point for information and tools with respect to personal information and privacy. The Privacy Corner can be accessed through the departmental intranet site, which is available to all employees. The VAC ATIP Office provides new and updated materials to all VAC staff on a regular basis through the Wiki.

Data Privacy Day

On January 28, 2014, VAC's ATIP Office promoted Data Privacy. ATIP Liaison Officers played an important role in promoting Data Privacy Day by displaying posters within their respective locations, and an article was published on the Privacy Corner Wiki for all departmental staff.

11. Policies, Guidelines and Procedures

Current Access to Information policies, guidelines and procedures were maintained and monitored during the 2013–2014 fiscal year for both VAC and the OVO. No new Access to Information policies, guidelines or procedures were implemented during the 2013–2014 fiscal year.

12. Complaints and Investigations

In 2013–2014, the Information Commissioner received six VAC-related complaints; combined with the nine complaints that were carried over from 2012–2013, VAC had a total of 15 complaints to respond to in the fiscal year. New complaints received have decreased by 57% since the last reporting period.

Of the six complaints received,

- three were related to denial of access;
- one was related to a delay;
- one was related to an extension; and
- one was related to a refusal to provide information under s. 69 of the ATIA.

Nine complaints received a ruling during the reporting period and six have been carried over to 2014–2015. Of the complaints that received a ruling,

- eight were deemed well-founded; and
- one was deemed not well-founded.

No complaints against the OVO were received by the Information Commissioner during the 2013–2014 reporting period.

13. Appeals to the Courts

There were no appeals to the courts during this reporting period.

14. Monitoring – Access to Information Requests

I Veterans Affairs Canada

Using reports produced by a case management software tool, the status of requests is reviewed by ATIP Team Leads and Managers on a weekly basis to monitor upcoming deadlines. In addition, monthly statistical reports indicating incoming and outgoing ATI requests, as well as the number of requests overdue, are prepared for the ATIP Coordinator.

II Office of the Veterans Ombudsman

The Office of the Veterans Ombudsman uses a tracking spreadsheet to monitor processing times for access to information requests. This tracking spreadsheet is maintained by the ATIP Coordinator and the ATIP Liaison Officer.

Annex 1: VAC and OVO Delegation Order – *Access to Information Act* and Access to Information Regulations

Delegation Order - *Access to Information Act* and *Access to Information Regulations*

The Minister of Veterans Affairs, pursuant to section 73 of the *Access to Information Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of Veterans Affairs Canada, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

Access to Information Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1.	**Column 3** Access to Information Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3.	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4.
4(2.1)	Responsibility of head of institution (duty to assist)	X	X	X	X	X
7(a)	Notice when access requested	X	X	X	X	X
7(b)	Giving access to the record	X	X	X	X	
8(1)	Transfer of request	X	X	X	X	X
9	Extension of time limits	X	X	X	X	X
11(2)(3)(4)(5)(6)	Additional Fees	X	X	X	X	X
11(6)	Waiver of refund	X	X	X	X	
12(2)(b)	Language of access	X	X	X	X	X
12(3)(b)	Access in an alternative format	X	X	X	X	X
13	Information obtained in confidence	X	X	X	X	
14	Federal-provincial	X	X	X	X	

	affairs					
15	International affairs and defence	X	X	X	X	
16	Law enforcement and investigations	X	X	X	X	
17	Safety of individuals	X	X	X	X	
18	Economic interests of Canada	X	X	X	X	
18.1	Economic interest of certain government institutions	X	X	X	X	
19	Personal information	X	X	X	X	
20	Third party information	X	X	X	X	
21	Operations of Government	X	X	X	X	
22	Testing procedures, tests and audits	X	X	X	X	
22.1	Internal Audits	X	X	X	X	
23	Solicitor-client privilege	X	X	X	X	
24	Statutory prohibitions	X	X	X	X	
25	Severability	X	X	X	X	
26	Refusal of access where information is to be published	X	X	X	X	
27(1), (4)	Third party notification	X	X	X	X	
28(1)(b), (2), (4)	Third party notification	X	X	X	X	
29(1)	Notice of decision to disclose	X	X	X	X	
33	Notice to Information Commissioner of notices to third parties	X	X	X	X	

35(2)(b)	Right to make representations	X	X	X	X	
37(1)	Notice of actions to implement recommendations of Commissioner	X	X	X	X	
37(4)	Access to be given to complainant	X	X	X	X	
43(1)	Notice to third party of application to Federal Court for review	X	X	X		
44(2)	Notice to requester of application for review by third party	X	X	X	X	
52(2)(b), 52(3)	Special rules for hearings	X	X			
71(1)	Facilities for inspection of manuals	X	X	X	X	
72	Annual report to Parliament	X	X	X		

Access to Information Regulations **Provisions and associated descriptions**						
6(1)	Transfer of request	X	X	X	X	X
7(2)	Search and preparation fees	X	X	X	X	X
7(3)	Production and programming fees	X	X	X	X	X
8	Method of access	X	X	X	X	
8.1	Limitations in respect of format	X	X	X	X	

The following portion of the Delegation Order applies to records and information that are created, collected, maintained, used and disclosed by the Office of the Veterans Ombudsman.

Position	*Access to Information Act*	*Access to Information Regulations*
Veterans Ombudsman	Full delegation	Full delegation
Director General of Operation	Full delegation	Full delegation
Legal Advisor	Full delegation	Full delegation
Director of Corporate Services and Charlottetown Operations	Full delegation	Full delegation

Minister of Veterans Affairs

APR 2 4 2012

Date

Annex 2: Statistical Report on the *Access to Information Act* (VAC and OVO)

Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Veterans Affairs Canada

Reporting period: 2013/04/01 to 2014/03/31

PART 1 – Requests under the *Access to Information Act*

1.1 Number of Requests

	Number of Requests
Received during reporting period	100
Outstanding from previous reporting period	108
Total	208
Closed during reporting period	142
Carried over to next reporting period	66

1.2 Sources of requests

Source	Number of Requests
Media	35
Academia	1
Business (Private Sector)	3
Organization	3
Public	58
Total	100

PART 2 – Requests closed during the reporting period

2.1 Disposition and completion time

Disposition of requests	Completion Time							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
All disclosed	12	9	3	2	3	4	5	38
Disclosed in part	0	4	7	3	3	11	24	52
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	3	14	3	0	0	2	1	23
Request transferred	3	0	0	0	0	0	0	3
Request abandoned	9	5	0	0	0	4	8	26
Treated informally	0	0	0	0	0	0	0	0
Total	27	32	13	5	6	21	38	142

2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	0	16(2)(a)	0	18(a)	1	20.1	0
13(1)(b)	0	16(2)(b)	0	18(b)	2	20.2	0
13(1)(c)	0	16(2)(c)	11	18(c)	1	20.4	0
13(1)(d)	0	16(3)	0	18(d)	0	21(1)(a)	12
13(1)(e)	0	16.1(1)(a)	0	18.1(1)(a)	0	21(1)(b)	5
14(a)	2	16.1(1)(b)	0	18.1(1)(b)	0	21(1)(c)	4
14(b)	0	16.1(1)(c)	0	18.1(1)(c)	0	21(1)(d)	1
15(1) - I.A.*	0	16.1(1)(d)	0	18.1(1)(d)	0	22	0
15(1) - Def.*	0	16.2(1)	0	19(1)	51	22.1(1)	0
15(1) - S.A.*	0	16.3	0	20(1)(a)	0	23	2
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(b)	3	24(1)	2
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(b.1)	0	26	0
16(1)(a)(iii)	0	16.5	0	20(1)(c)	3		
16(1)(b)	0	17	0	20(1)(d)	0		
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

2.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	1	69(1)(a)	3	69(1)(g) re (a)	2
68(b)	0	69(1)(b)	0	69(1)(g) re (b)	2
68(c)	0	69(1)(c)	1	69(1)(g) re (c)	3
68.1	0	69(1)(d)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(e)	3	69(1)(g) re (e)	1
68.2(b)	0	69(1)(f)	0	69(1)(g) re (f)	0
				69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	32	6	0
Disclosed in part	38	14	0
Total	70	20	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	1536	1532	38
Disclosed in part	33560	30607	52
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	3461	0	26

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
All disclosed	35	932	3	600	0	0	0	0	0	0
Disclosed in part	17	853	20	4129	8	4901	6	9857	1	10867
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Abandoned	25	0	0	0	0	0	1	0	0	0
Total	77	1785	23	4729	8	4901	7	9857	1	10867

2.5.3 Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	5	0	0	0	5
Disclosed in part	14	4	0	0	18
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Abandoned	1	5	0	0	6
Total	20	9	0	0	29

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
72	70	2	0	0

2.6.2 Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	2	1	3
16 to 30 days	1	1	2
31 to 60 days	1	1	2
61 to 120 days	3	5	8
121 to 180 days	4	5	9
181 to 365 days	7	8	15
More than 365 days	22	11	33
Total	40	32	72

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

PART 3 – Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
All disclosed	6	1	2	0
Disclosed in part	21	1	6	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	1	0	1	0
Request abandoned	2	0	2	0
Total	30	2	11	0

3.2 Length of extensions

Length of extensions	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
30 days or less	20	0	3	0
31 to 60 days	6	0	1	0
61 to 120 days	3	1	4	0
121 to 180 days	1	1	3	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	30	2	11	0

PART 4 – Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of requests	Amount	Number of requests	Amount
Application	87	$435	3	$15
Search	1	$166	0	$0
Production	0	$0	0	$0
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	0	$0	0	$0
Total	88	$601	3	$15

PART 5 – Consultations received from other institutions and organizations

5.1 Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during reporting period	34	1449	1	8
Outstanding from the previous reporting period	1	19	0	0
Total	35	1468	1	8
Closed during the reporting period	35	1468	1	8
Pending at the end of the reporting period	0	0	0	0

5.2 Recommendations and completion time for consultations received from other government institutions

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	10	11	5	0	0	0	0	26
Disclose in part	0	3	2	0	0	0	0	5
Exempt entirely	2	1	0	0	0	0	0	3
Exclude entirely	0	1	0	0	0	0	0	1
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	12	16	7	0	0	0	0	35

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	1	0	0	0	0	0	0	1
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	0	1

PART 6 – Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	0	0
16 to 30	0	0
31 to 60	0	0
61 to 120	2	2
121 to 180	0	0
181 to 365	1	1
More than 365	0	0
Total	3	3

PART 7 – Resources related to the Access to Information Act

7.1 Costs

Expenditures		Amount
Salaries		$649,347
Overtime		$37,639
Goods and Services		$39,233
• Professional services contracts	$9,725	
• Other	$29,508	
Total		**$726,219**

7.2 Human Resources

Resources	Dedicated full-time to ATI activities	Dedicated part-time to ATI activities	Total
Full-time employees	9.95	0.00	9.95
Part-time and casual employees	0.47	0.00	0.47
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	0.03	0.00	0.03
Students	0.46	0.00	0.46
Total	10.91	0.00	10.91

Appendix A

Previously released ATI package released informally

Institution	Number of informal releases of previously released ATI packages
Veterans Affairs Canada	61

Completed Privacy Impact Assessments (PIAs)

Institution	Number of Completed PIAs
Veterans Affairs Canada	0

Completion Time of Consultations on Cabinet Confidences under the ATIA - Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Completion Time of Consultations on Cabinet Confidences under the ATIA - Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	2	68	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	1	712	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	2	68	0	0	1	712	0	0	0	0

Completion Time of Consultations on Cabinet Confidences under the PA - Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Completion Time of Consultations on Cabinet Confidences under the PA - Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Annex 3: Statistical Report on the *Access to Information Act* (OVO)

Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Office of the Veterans Ombudsman

Reporting period: 2013/04/01 to 2014/03/31

PART 1 – Requests under the *Access to Information Act*

1.1 Number of Requests

	Number of Requests
Received during reporting period	1
Outstanding from previous reporting period	0
Total	1
Closed during reporting period	1
Carried over to next reporting period	0

1.2 Sources of requests

Source	Number of Requests
Media	0
Academia	0
Business (Private Sector)	0
Organization	0
Public	1
Total	1

PART 2 – Requests closed during the reporting period

2.1 Disposition and completion time

Disposition of requests	Completion Time							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
All disclosed	0	1	0	0	0	0	0	1
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Treated informally	0	0	0	0	0	0	0	0
Total	0	1	0	0	0	0	0	1

2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	0	16(2)(a)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(b)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(c)	0	18(c)	0	20.4	0
13(1)(d)	0	16(3)	0	18(d)	0	21(1)(a)	0
13(1)(e)	0	16.1(1)(a)	0	18.1(1)(a)	0	21(1)(b)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(b)	0	21(1)(c)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(c)	0	21(1)(d)	0
15(1) - I.A.*	0	16.1(1)(d)	0	18.1(1)(d)	0	22	0
15(1) - Def.*	0	16.2(1)	0	19(1)	0	22.1(1)	0
15(1) - S.A.*	0	16.3	0	20(1)(a)	0	23	0
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(b)	0	24(1)	0
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(b.1)	0	26	0
16(1)(a)(iii)	0	16.5	0	20(1)(c)	0		
16(1)(b)	0	17	0	20(1)(d)	0		
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

2.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	0	69(1)(a)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(b)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(c)	0	69(1)(g) re (c)	0
68.1	0	69(1)(d)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(e)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(f)	0	69(1)(g) re (f)	0
				69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	1	0	0
Disclosed in part	0	0	0
Total	1	0	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	95	93	1
Disclosed in part	0	0	0
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
All disclosed	1	93	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Abandoned	0	0	0	0	0	0	0	0	0	0
Total	1	93	0	0	0	0	0	0	0	0

2.5.3 Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Abandoned	0	0	0	0	0
Total	0	0	0	0	0

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
0	0	0	0	0

2.6.2 Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

PART 3 – Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	0	0	0	0

3.2 Length of extensions

Length of extensions	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	0	0	0	0

PART 4 – Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of requests	Amount	Number of requests	Amount
Application	1	$5	0	$0
Search	0	$0	0	$0
Production	0	$0	0	$0
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	0	$0	0	$0
Total	1	$5	0	$0

PART 5 – Consultations received from other institutions and organizations

5.1 Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during reporting period	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	0	0
Closed during the reporting period	0	0	0	0
Pending at the end of the reporting period	0	0	0	0

5.2 Recommendations and completion time for consultations received from other government institutions

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

PART 6 – Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	0	0
16 to 30	0	0
31 to 60	0	0
61 to 120	0	0
121 to 180	0	0
181 to 365	0	0
More than 365	0	0
Total	0	0

PART 7 – Resources related to the Access to Information Act

7.1 Costs

Expenditures		Amount
Salaries		$384
Overtime		$0
Goods and Services		$0
• Professional services contracts	$0	
• Other	$0	
Total		**$384**

7.2 Human Resources

Resources	Dedicated full-time to ATI activities	Dedicated part-time to ATI activities	Total
Full-time employees	0.08	0.00	0.08
Part-time and casual employees	0.00	0.00	0.00
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	0.00	0.00	0.00
Students	0.00	0.00	0.00
Total	0.08	0.00	0.08

Appendix A

Previously released ATI package released informally

Institution	Number of informal releases of previously released ATI packages
Office of the Veterans Ombudsman	0

Completed Privacy Impact Assessments (PIAs)

Institution	Number of Completed PIAs
Office of the Veterans Ombudsman	0

Completion Time of Consultations on Cabinet Confidences under the ATIA - Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Completion Time of Consultations on Cabinet Confidences under the ATIA - Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Completion Time of Consultations on Cabinet Confidences under the PA - Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Completion Time of Consultations on Cabinet Confidences under the PA - Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101 500 Pages Processed		501 1,000 Pages Processed		1,001 5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Annex 4: Five-Year Statistical Analysis (VAC and OVO)

	2009–2010	2010–2011	2011–2012	2012–2013	2013–2014	Variance between 2013–2014 and 2012–2013
Requests received	138	148	164	135	100	-26%
Requests carried forward from prior year	18	35	68	89	108	21%
Total requests requiring action	156	183	232	224	208	-7%
Completed requests	121	114	143	116	142	22%
Requests carried forward to next year	35	69	89	108	66	-39%
Completed in 30 days or less	88	69	62	47	59	26%
Pages released	16,029	4,635	5,545	16,696	32,139	92%
***ATIA* – Total costs of administration**	$204,530	$273,565	$370,506	$623,778	$726,219	16% (or +$102,441)
FTEs	3.03	3.85	6.38	10.54	10.91	4% (or +0.37)
Informal requests	124	115	65	84	77	-8%
Complaints received	4	5	15	14	6	-57%